1   1.   In a computer system, a method of distributing call flow events among a plurality
      of threads, each thread having an associated call flow event queue in which call flow
      events queued, the method comprising:

4   A.   determining a call flow workload level for each of the plurality of threads;

5   B.   determining that a first of the plurality of threads is inefficiently handling its

6   assigned call flow workload; and

7   C.   reassigning a call flow event from the call flow event queue associated the

8   first thread to the call flow event queue associated with a second of the

9   plurality of threads.

1   2.   The method according to claim 1 further comprising the step:

2   D.   processing the call flow events associated with each of the plurality of

3   threads.

3   3.   The method according to claim 1 wherein step C further comprises:

      C.1   removing a call flow event from the call flow event queue associated within

3   the first thread; and

4   C.2   placing the removed call flow event in the call flow event queue associated

5   with the second thread.

1   4.   The method according to claim 1 wherein step C further comprises:

2   C.1   selecting the second thread in accordance with the number of call flow

3   events in the call flow event queue associated with the second thread.

1   5.   The method according to claim 1 wherein step C further comprises:

2   C.1   allocating the call flow events to a thread within the computer system

3   with the least call flow load.

1   6.   The method according to claim 1 wherein step B comprises:

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B.1   determining whether the number of call flow events in the call flow event queue
       associated with a thread has exceeded a predetermined criteria.

7.   The method according to claim 1 wherein step A comprises:

A.1   assigning call flow events among the call flow event queues associated the
       respective plurality of threads in the system.

1   8.   A computer program product for use with a computer system, the computer
2   system operatively coupled to a computer network and capable of communicating with
3   one or more processes over the network, the computer program product comprising a
4   computer usable medium having program code embodied in the medium, the program
5   code comprising:
6   (A)   program code configured to determine a call flow workload level for each
7   of the plurality of threads;
8   (B)   program code configured to determine that a first of the plurality of
9   threads is inefficiently handling its assigned call flow workload; and
10   (C)   program code configured to reassign a call flow event from the call flow
11   event queue associated the first thread to the call flow event queue associated
12   with a second of the plurality of threads.

1   9.   The computer program product of claim 8 further comprising program:
2   (D)   program code configured to process the call flow events within each of the
3   plurality of threads.

1   10.   The computer program product of claim 8 further comprising:
2   (C.1)   program code configured to remove a call flow event from a call flow event
3   queue associated with the first thread; and
4   (C.2) program code configured to place the removed call flow event on a call flow
5   event queue of the second thread.
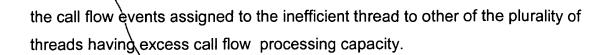
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1   11.   The computer program product according to claim 8 further comprising;

2   (C.1) program code configured to select the second thread in accordance with

3   the number of call flow events in the call flow event queue associated with the second

4   thread.

12.   The computer program product according to claim 8 further comprising;

2   (C.1)   program code configured to allocate the call flow events to a thread

3   within the computer system with the least call flow load.

1   13.   The computer program product according to claim 8 further comprising:

2   (B.1)   program code configured to determine whether the number of call flow

3   events in the call flow event queue associated with a thread has exceeded a

4   predetermined criteria.

1   14.   The computer program product according to claim 8 further comprising:

2   (A.1)   program code configured to assign call flow events among the call flow

3   event queues associated the respective plurality of threads in the system.

1   15.   In a computer system, an apparatus for distributing call flow events among a

2   plurality of threads, each thread having an associated call flow event queue in which call

3   flow events queued, the apparatus comprising:

4   a call flow engine configured execute call flow events associated with one of the

5   threads;

6   a call flow manager configured to distribute a plurality of call flow events among a

7   plurality of threads used for managing the processing of plurality of call flows, n

8   the call flow manager optimizing the processing of the call flows by determining

9   which plurality of threads are operating inefficiently and reassigning a portion of

10   the call flow events assigned to the inefficient thread to other of the plurality of

11   threads having excess call flow processing capacity.

16.   The apparatus of claim 15 wherein the call flow manager continues to reassign

2   call flow events until a balanced call flow event processing level is attained among the

3   plurality of threads.